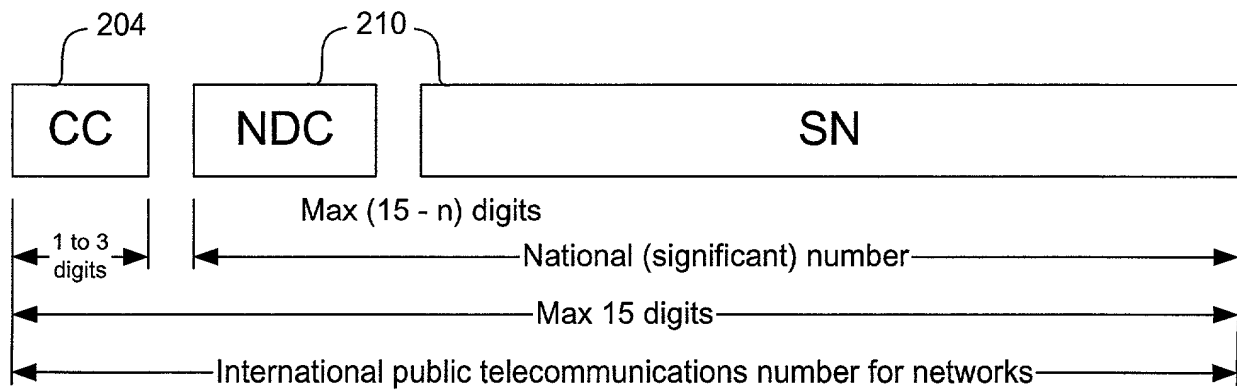
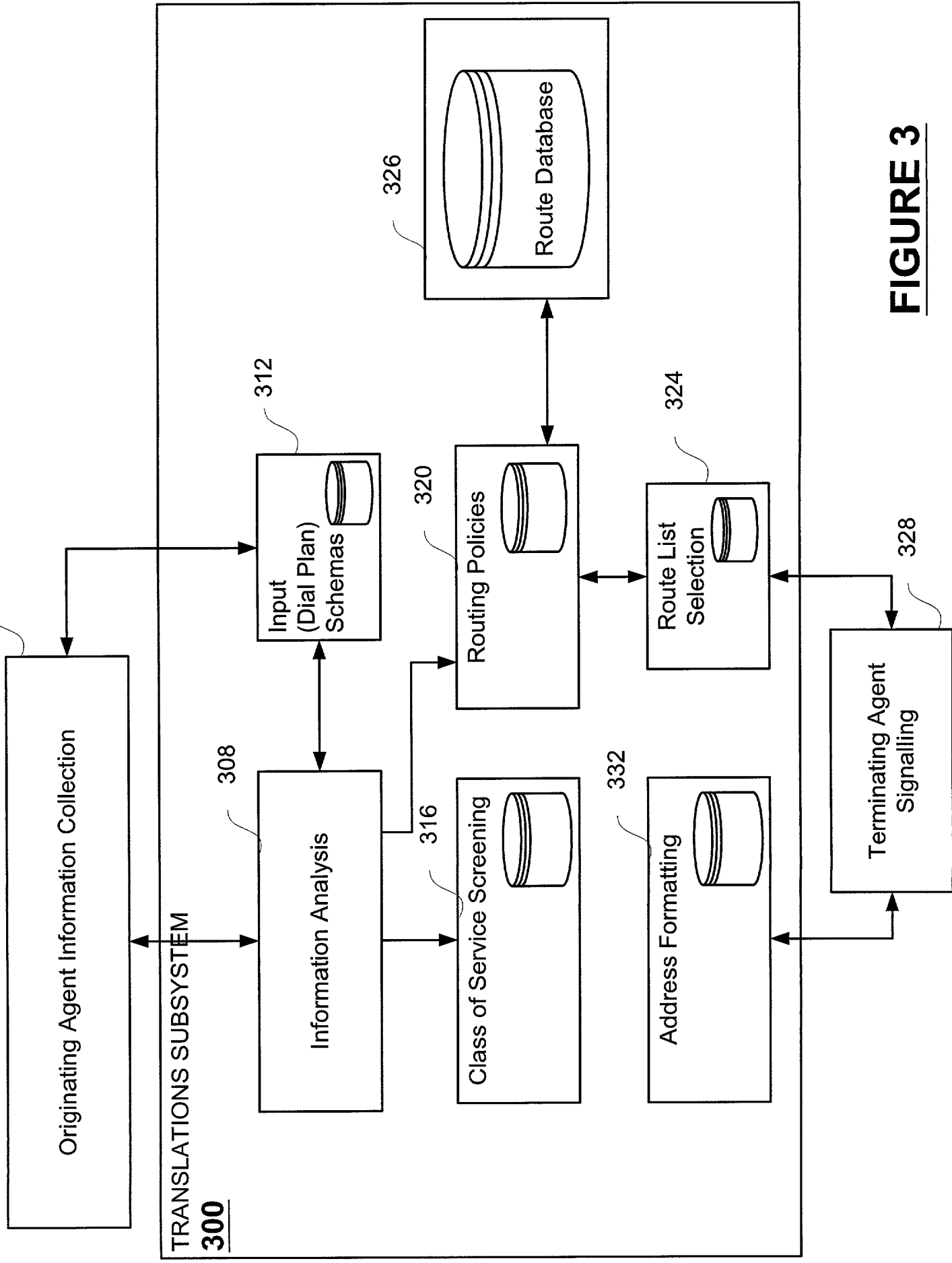


# FIGURE 1

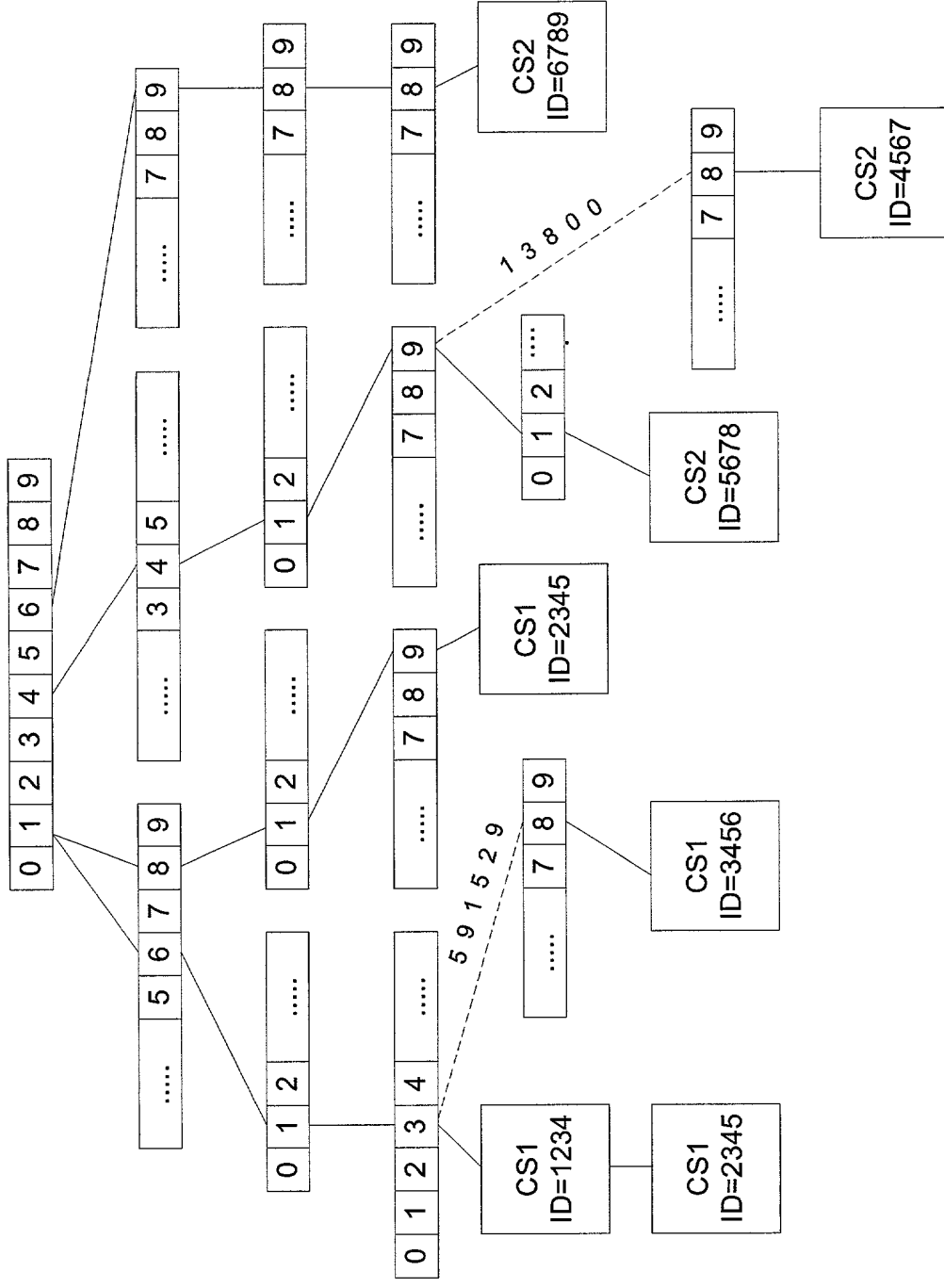


**FIGURE 2**

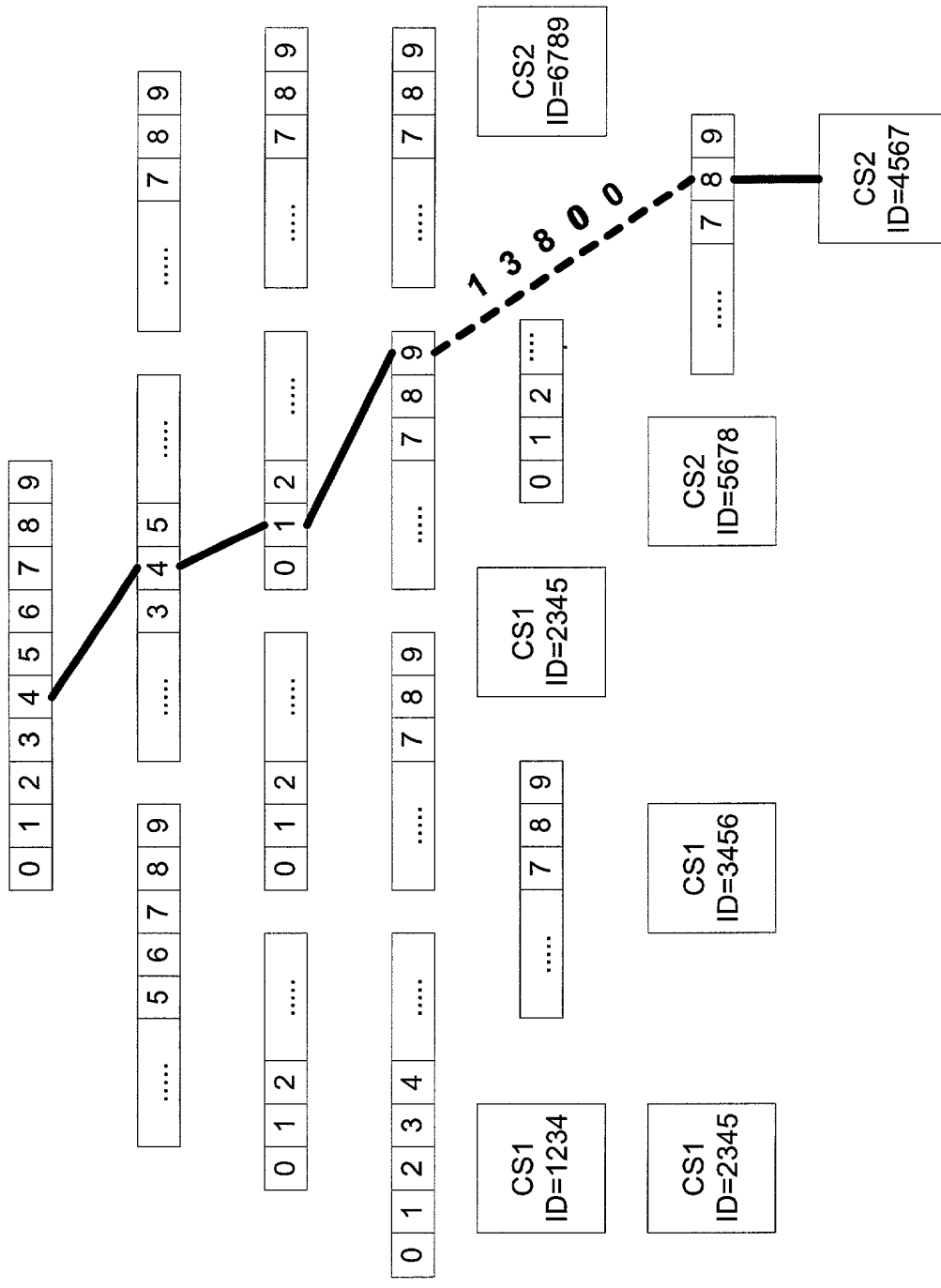
FIG. 3 is a block diagram of a system 300 for translating agent information collection 304 into a dial plan 312.



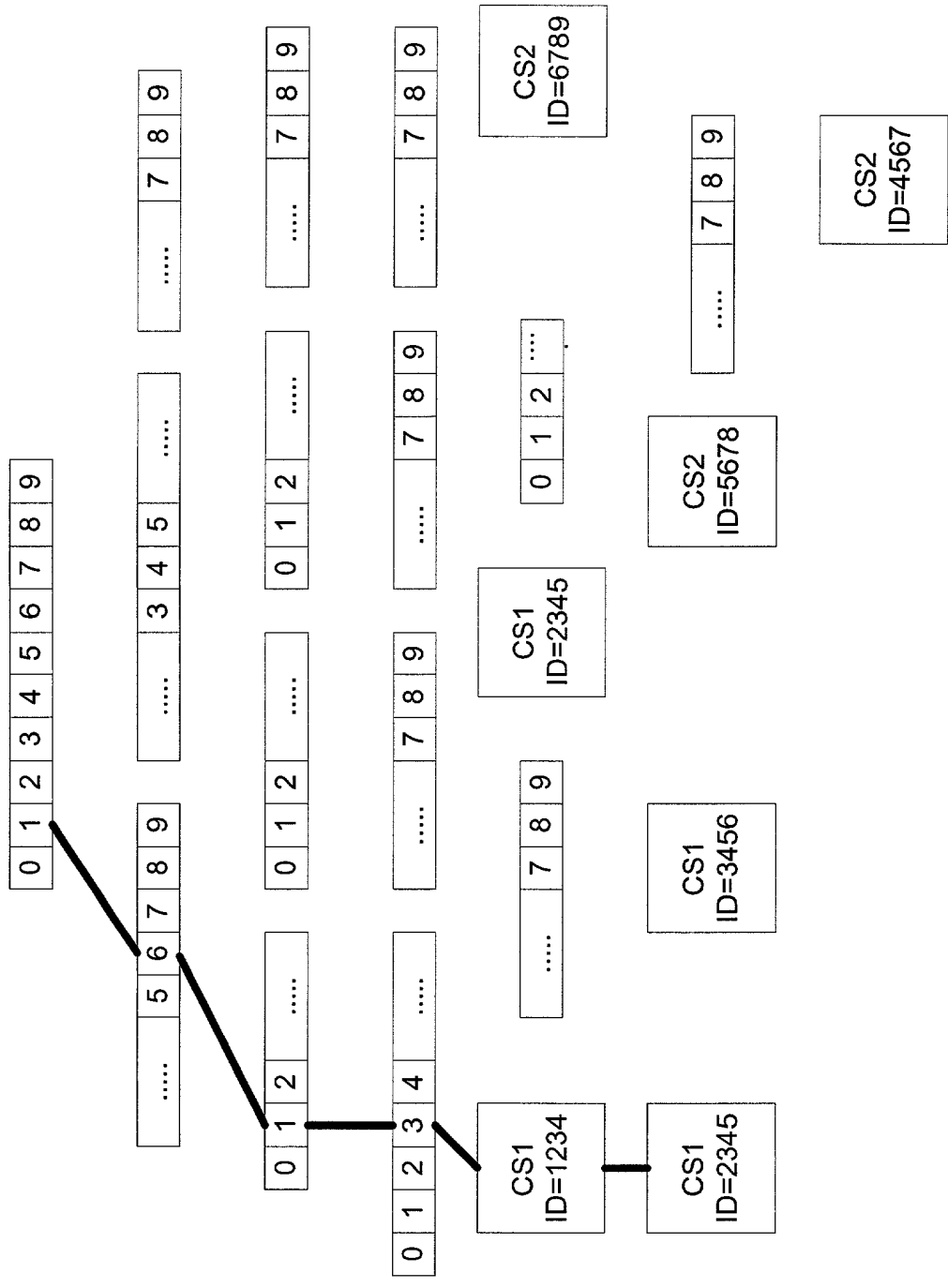
**FIGURE 3**



## FIGURE 4







**FIGURE 5C**

# FIGURE 6

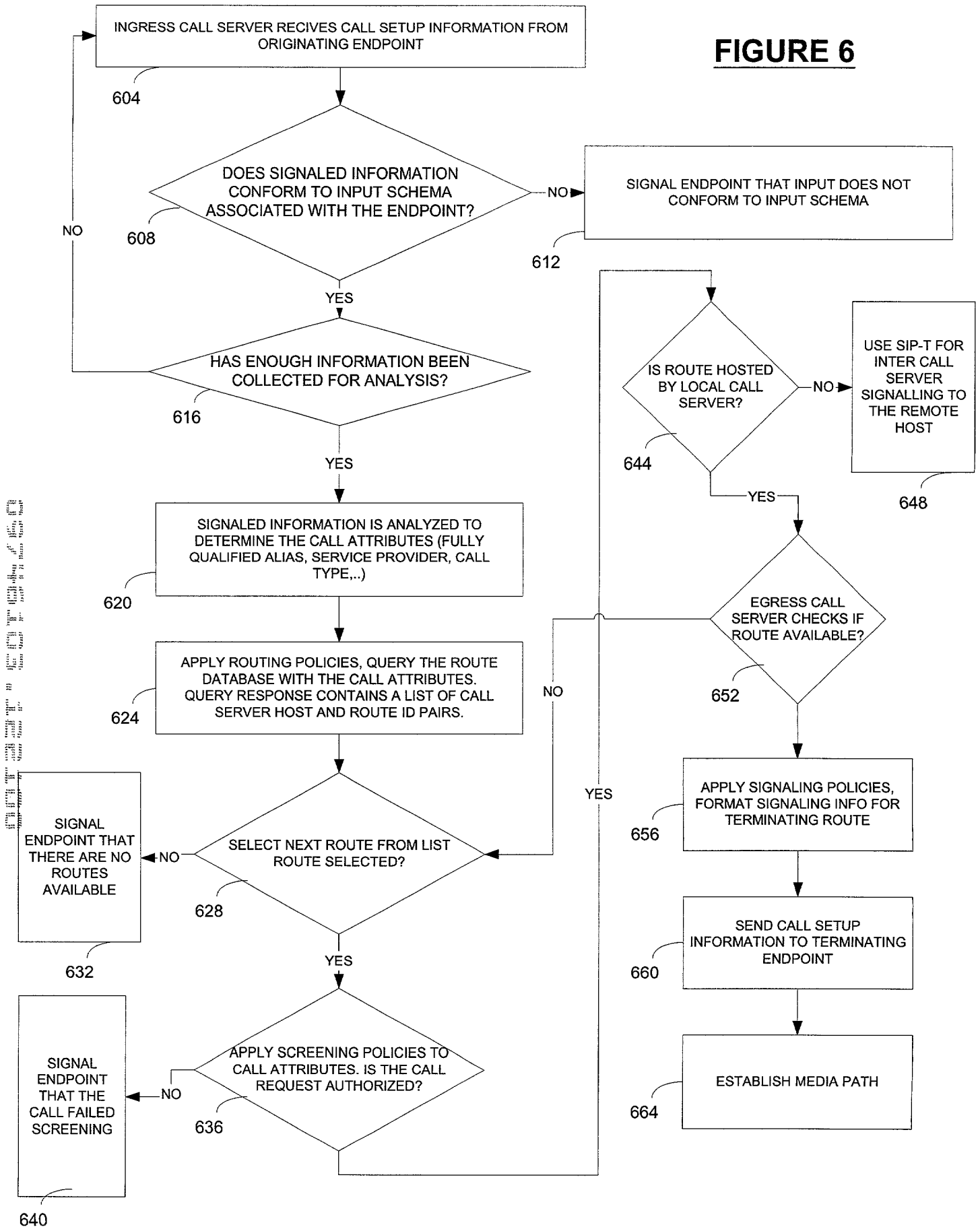




FIGURE 7

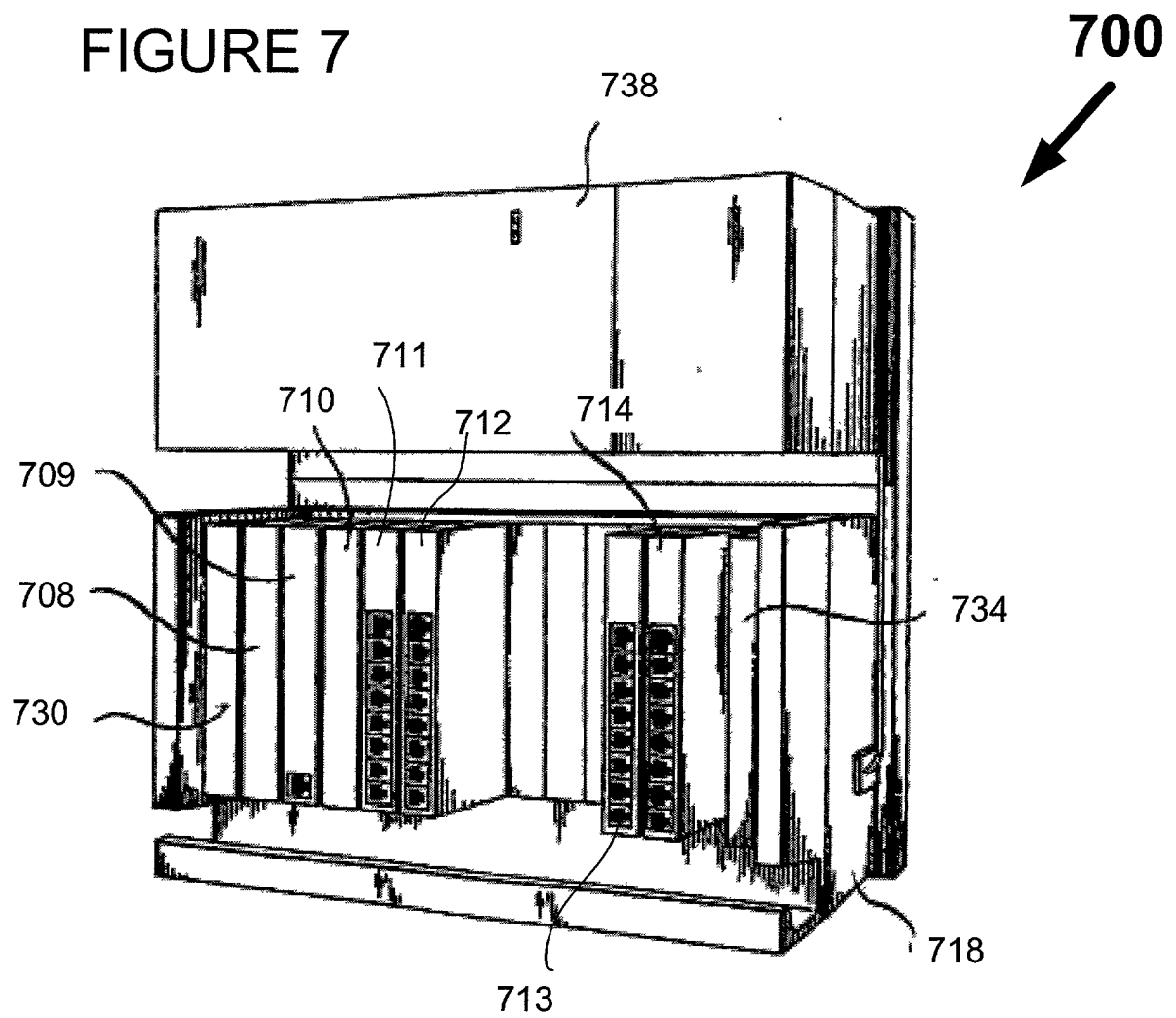


FIGURE 8

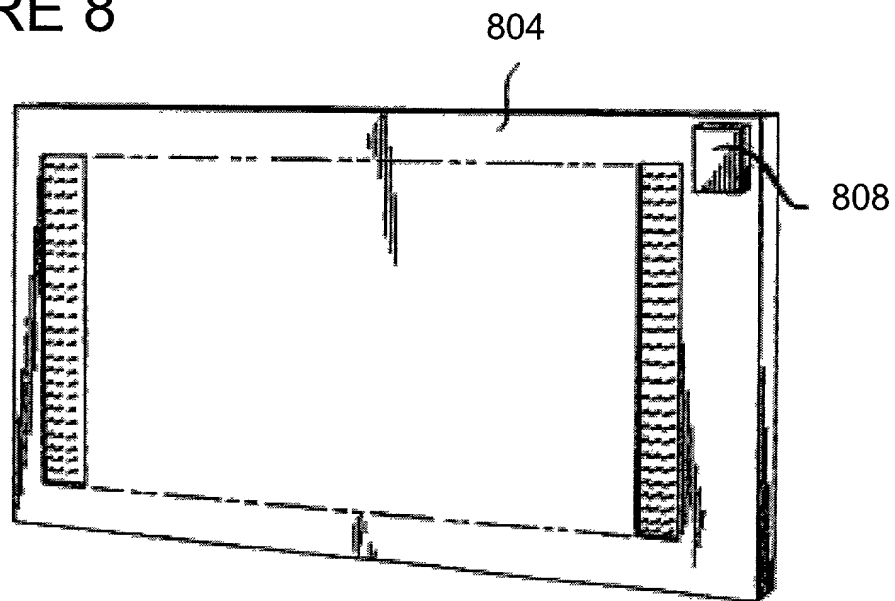
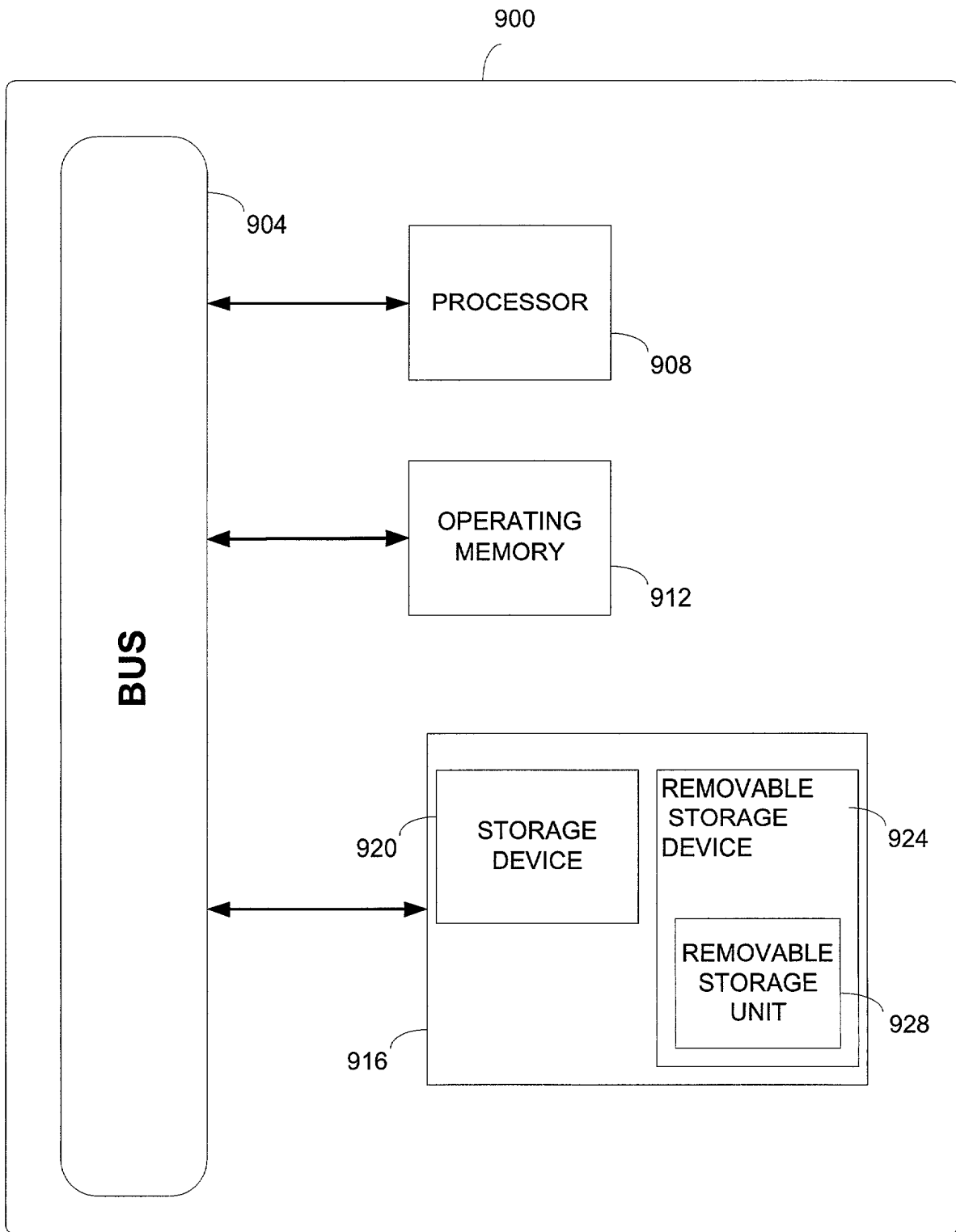


FIG. 9 is a block diagram of a system 900. The system 900 includes a bus 904, a processor 908, operating memory 912, a storage device 920, and a removable storage device 924. The removable storage device 924 includes a removable storage unit 928. The bus 904 is connected to the processor 908, the operating memory 912, and the storage device 920. The storage device 920 is connected to the removable storage device 924. The removable storage device 924 is connected to the removable storage unit 928.



**FIGURE 9**